

**EMPLOYER CUSTOMER INQUIRY
PERFORMANCE MEASURES SUMMARY
2nd Quarter 2008-09**

STRATEGIC GOAL

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

Measure	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09
% of respondents satisfied with phone agent service.	●	●		

STRATEGIC GOAL

VI. Administer pension benefit services in a customer oriented and cost effective manner.

Measure	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09
% of telephone calls closed at initial point of contact.	●	●		
The length of time the customer waits for an agent after leaving the IVR and entering the queue.	●	●		
% of telephone calls offered that are answered.	●	●		